

JOB DESCRIPTION
National Careers Service Adviser – Helpline Service
Trainee to Level 4-6

JOB TITLE: National Careers Service Adviser – Helpline Service	Pay Band 4 • £22,700 - £28,578
DEPT: Delivery (Helpline Service)	HOURS: 37 hours per week Required to work until 8pm and some Saturdays/ Bank holidays as part of a rota.
REPORTS TO: National Careers Service Helpline Team Leader	LOCATION: Bracknell Support Centre, Ocean house

Adviza is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

JOB PURPOSE
<ul style="list-style-type: none"> • To offer information, advice and practical support to customers who are seeking employment, work based training or personal development opportunities. • Diagnose customers' needs and refer them to the appropriate part of the service. • Deliver telephone, web, group and face to face information and advice services to customers. • Track and follow up customers to ensure they are managing their careers and goals.
MAIN DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • Meeting and greeting customers. • Diagnosing customers' needs as they access the service. • Provide an information and advice service for customers by operating from the contact centre, outreach location as deemed appropriate for the role. Flexibility will be required. • Working towards and delivering to individual, local and contractual targets • Manage a caseload of customers ensuring that their progress is monitored and that appropriate contact and follow up is made. • Work with all users of the service to help them develop careers management skills by providing them with help and support to access a range of online tools via the National Careers Service website and to assist them to set up and use a Lifelong Learning Account.

- Develop and deliver digital, individual and group based activities e.g. job hunting, CV writing and interview skills.
- Regular and timely tracking of customers to ensure evidence is gathered for outcomes as per the contract requirements.
- Assist customers with the completion of application forms and production of CVs. Coach customers to improve their self-presentation, interview and job seeking skills.
- Provide referral support to customers to enable them to implement their decisions, including liaising with opportunity providers and adopting an advocacy role when required.
- Develop and maintain an understanding of the role and work of external agencies, service providers, employers and training providers.
- Develop and maintain contact with local employers for a variety of purposes including canvassing for vacancies and gaining updates on employment trends.
- Undertake employer visits as appropriate. Keep up to date with employment trends, emerging or growing sectors and industries or business' in decline.
- Develop and maintain links with partner agencies, including training providers, LEPs, colleges and Jobcentre Plus in order to enhance the company's knowledge of the labour market. This may mean representing the organisation on some occasions.
- To promote the service and adhere to the company and National Careers Service branding guidelines.
- To be an ambassador for Adviza and the National Careers Service by promoting their services and seeking out new customers.
- To attend, deliver and represent the company at Job Fairs and events across the region.
- Responsible for safeguarding and promoting the welfare of all customers accessing the service.
- Maintaining and regularly updating the database system within agreed timescales to ensure customers records are maintained and contractual requirements fulfilled.
- To undertake relevant CPD as appropriate to the role.
- Develop and maintain personal and professional effectiveness by participation in performance review processes/observation of professional practice and by attending relevant working groups, training and support activities.
- Adhere to company policies and procedures.
- Undertake other administrative tasks necessary to deliver an effective service.
- Contribute to staff training and induction of new staff to maintain quality of service.
- Contribute positively to the effectiveness of the local team and whole organisation by operating within defined quality frameworks.

- Undertake other duties and responsibilities on a short or long term basis as required by Adviza.

SCOPE OF JOB (BUDGETARY/RESOURCE CONTROL, IMPACT)

Number of employees managed/supervised: 0

Number of FTE (Full Time Equivalents) employees managed/supervised: 0

Budget to be managed by this post: 0

PERSON SPECIFICATION
National Careers Service Adviser – Helpline Service
Trainee to Level 4-6

JOB TITLE: National Careers Service Adviser – Helpline Service	Pay Band 4 • £22,700 - £28,578
DEPT: Delivery (Helpline Service)	HOURS: 37 hours per week Required to work until 8pm and some Saturdays / Bank Holidays as part of a rota.
REPORTS TO: National Careers Service Helpline Team Leader	LOCATION: Bracknell Support Centre, Ocean house

KEY CRITERIA	ESSENTIAL (minimum) REQUIREMENTS	DESIRABLE
QUALIFICATIONS, TRAINING AND EXPERIENCE	<p>Minimum GCSE Grade C or equivalent in maths and English Language.</p> <p>A qualification at Level 3</p> <p>Experience of supporting young people or adults to access education, employment or training.</p> <p>Experience of working with adult job hunters.</p> <p>Experience of supporting young people or adults to write CVs and apply for jobs.</p>	<p>Experience of working with the long term unemployed.</p> <p>An NVQ/QCF Level 3, 4 or 6 in Information, Advice and Guidance.</p> <p>Experience of delivering telephone, web chat, face to face and group information and or advice sessions.</p>
COMPETENCE SUMMARY (Knowledge, skills and abilities.)	<p>An understanding of local employment issues and the current job market.</p> <p>An understanding of the needs of adults in the labour market.</p> <p>Good interpersonal skills and the ability to communicate effectively (verbally and in writing) with individuals, groups and partner organisations.</p>	<p>A detailed understanding of local labour market information.</p> <p>Previous experience of working to and achieving targets and deadlines.</p> <p>Advanced IT skills.</p> <p>Knowledge of using an on line database.</p>

KEY CRITERIA	ESSENTIAL (minimum) REQUIREMENTS	DESIRABLE
	<p>Ability to work on own initiative, plan effectively and work as part of a team.</p> <p>Ability to prioritise work and meet deadlines.</p> <p>Ability to work towards and meet contractual targets.</p> <p>Ability to develop own knowledge regarding local labour market trends.</p> <p>Ability to use Information Technology accurately and effectively including inputting to a database.</p> <p>Ability to deliver telephone, online, and face to face work to customers</p> <p>Ability to work with people in groups.</p> <p>An understanding of and commitment to equality of opportunity for all.</p> <p>Commitment to promoting equality of opportunities within Adviza and the services provided to customers.</p>	
<p>WORK-RELATED PERSONAL REQUIREMENTS</p>	<p>A commitment to providing a quality service</p> <p>An understanding of and commitment to confidentiality in this kind of work.</p> <p>Be willing and able to work towards a QCF level 4 or 6 in Advice and Guidance and attend relevant training.</p>	<p>Previous experience in a similar role.</p> <p>Previous experience working on the National Careers Service contract.</p>

SPECIAL FACTORS:
<ul style="list-style-type: none"> • Must be prepared to travel mainly within the Thames Valley delivery region and occasionally nationally. • Prepared to work flexibly including evenings and weekends.

- Share with Adviza the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.